GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
GOED	1 0	12 3	13 3
Customer Company Total	1 0	12 3	13 3

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
GOED	1 0	12 3	13 3
Customer Company Total	1 0	12 3	13 3

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
GOED	1 0.09	12 0.41	13 0.39
Customer Company Total	1 0.09	12 0.41	13 0.39

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	High	Low	MR Total
GOED	1 1	12 1	13 2
Customer Company Total	1 1	12 1	13 2

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
GOED	1 6.60	12 1.58	13 1.96
Customer Company Total	1 6.60	12 1.58	13 1.96

GOED

Detail

INC000000239502	Christina Oliver	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.06
Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed: Yes	TTR:	6.21
INC000000239954	Yashoda Khandkar	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240122	Rebecca Katz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240370	Samantha Julian	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242892	Trevor Snarr	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.14
Security	Bart Grant	GOED	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000244580	Marshall Wright	Mobile Devices	None	BlackBerry Enterprise Server	TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	GOED	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000245207	Bill Colbert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000245329	Chad Davis	Wireless Connectivity	Performance	None	TIR Missed: Yes	TIR:	1.61
Network Operations	Kelli Okumura	GOED	Low	Closed	TTR Missed: No	TTR:	1.61
INC000000246244	Dottie Henderson	Telecom	Hardware	None	TIR Missed: No	TIR:	0.30
Voice/Data/WAN Services	Mike Johnson	GOED	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000250566	Mimi Davis-Taylor	Application	Password	Novell GroupWise	TIR Missed: Yes	TIR:	1.21
Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	1.21
INC000000251456	Greg Slater	Application	Reporting	None	TIR Missed: No	TIR:	0.09
Capitol Hosting	Danny Black	GOED	High	Resolved	TTR Missed: Yes	TTR:	6.60
INC000000252686	David M Williams	Application	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR:	4.09
INC000000254243	Mimi Davis-Taylor	PC/Laptop	Error	PGP	TIR Missed: Yes	TIR:	1.64
Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR:	3.45